

ITEM: 4-IT
2994

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DEPARTMENT:

Budget and Management (DBM)

PROGRAM:

Office of Information Technology (OIT)

CONTRACT NO. & TITLE:

050R4800165;
Call Center Services for DNR Park
Service's Reservation System

ADPICS DOCUMENT ID NUMBER:

050B5800047

DESCRIPTION:

**Contract for call-center services for the
DNR Parks Service's Reservation System. Note: See related DBM Agenda Item 7-
IT-MOD.**

TERM:

11/1/2004 -10/31/2007 (W/2 one-year
renewal options)

PROCUREMENT METHOD:

Competitive Sealed Proposals

BIDS OR PROPOSALS:

Agency

Only one offer received (see Requesting

Remarks below)

AWARD:

Spherix, Inc.
Beltsville, MD

INCUMBENT:

Same

FUND SOURCE:

100% Spec. (Forest and Park Reserve Fund)

APPROP. CODE:

K00A0401

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AMOUNTS:

\$ 9,600,000 Est. (3 Years; Base Contract)

\$ 3,200,000 Est. (1 Year; 1st Renewal
Option)

Option)

\$ 3,200,000 Est. (1 Year; 2nd Renewal

\$16,000,000 Est. Total (5 Years)

PERFORMANCE BOND:

\$100,000

REQUESTING AGENCY REMARKS: A notice of the availability of the Request For Proposals (RFP) was advertised in the *Maryland Contract Weekly* and at *e-Maryland Marketplace.com*. In addition, copies of the solicitation notice were mailed electronically to 30 prospective vendors. A copy was also sent to the Governor's Office of Minority Affairs. There is a 25% MBE goal established for this contract.

Only one proposal was received for this contract. The technical offer was acceptable, the offer price was deemed fair and reasonable for the services to be provided and the vendor is responsible. Also, other vendors had a reasonable opportunity to respond to the solicitation.

Even though the solicitation notice was sent to 30 prospective vendors, the Department believes that the reason for this single offer is due to the fact that there are very few known vendors who specialize in this technology. The only other known vendor does not offer the same level of technology as does the recommended contractor.

DNR's Park Services' requirements for campsite, cabins, picnic shelters and marina reservations are met through this call-center services contract which allows citizens from across the country to obtain information or make reservations at DNR park locations by calling a toll-free number and reaching a call-center agent who represents DNR. Citizens can also make reservations via the website that is hosted by the recommended contractor. Operation of this reservation system provides a critical revenue source to DNR.

The *Award Amount* shown above is estimated and is based upon firm fixed prices. The actual amount paid to the contractor may be more or less than the estimated *Award Amount*.

The Office of the State Comptroller has verified, under Control Number 04-2008-0111, that the recommended contractor has no known deficiencies in the payment of its Maryland tax obligations. Verification has also been obtained from the Comptroller's Office, or the Department of Assessments and Taxation, as applicable, that the contractor is appropriately registered to conduct business within the State to the extent required by the laws of Maryland.

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The contractor **is** a resident businesses under the guidelines of BPW Advisory P-003-95 Revised.

DBM REMARKS:

Furnishing of long-term services are required to meet State needs; estimated requirements cover the period of the contract and

are reasonably firm and continuing; and a multi-year contract will serve the best interests of the State by promoting economies in State procurement.

By approving this contract, the Board grants DBM the authority to approve the unilateral exercise of the renewal option(s) at the scheduled times as provided for in the contract, and directs that the exercise of each option renewal be reported on a DBM PAAR.

Approval recommended.